

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: Lockerbie Manor DATES: 1/2/23 - 3/2/23
NAME OF ACCOMMODATION: A Dooms

* Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor
Sorry: I didn't pay attention, must try harder

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? 3
How could we improve our website, www.manoradventure.com?
..... N/A

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? Yes
How professional was the Presentation Evening? 3

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? B 1
Operations (Rooming, outdoor pursuit programmes, support)? B 1
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: B 1 Fire Drill: B 2
Room Allocation: B 1 Introductory Talk: B 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: B 2
Washing & Toilet Facilities: B 2 Cleanliness / Hygiene: B 2
The Grounds: B 2 Catering: B 1
Were there any accommodation problems? One door wouldn't close but was fixed promptly

Standard of cleanliness / tidiness? (teacher & pupil) B 1
Standard of Furnishing? B 2

SECTION 4: Meals

Were the meals of an adequate standard? Very much so
Was there enough to eat? Absolutely
Was the food served promptly? Every meal
Were all dietary requirements catered for? Yes Very accommodating
How do you rate the packed lunches? N/A
Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: B 1 Professional: B 2

Which Instructors were motivating / clear / enthusiastic?
I think our pupils would have benefitted from clearer instructions at times

How do you rate the outdoor pursuits? B 2
How do you rate the outdoor pursuit equipment? B 1

What were your pupil's favourite outdoor pursuits? A very pleasing variety. All were mentioned

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Do you have any suggestions on how we could improve our product or outdoor pursuits?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Every activity being on site. The variety*

Which aspect of your stay was least enjoyed? *Quite a lot of free time without areas to congregate*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes*

Have you any further general comments which you feel would be useful to us?
A larger drying room. It was busy with 3 schools using it

Where did you hear of Manor Adventure? *other schools*

What were the reasons for choosing Manor Adventure? *Availability flexibility affordability*

Which centre did you visit last year? *Blairvadach*

What other visits does your school organise? *Pinkston Basin*

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:
Address: Address:



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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Aberhant Lake Hotel, Wales



Lockerbie Manor, Scotland

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres
Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France